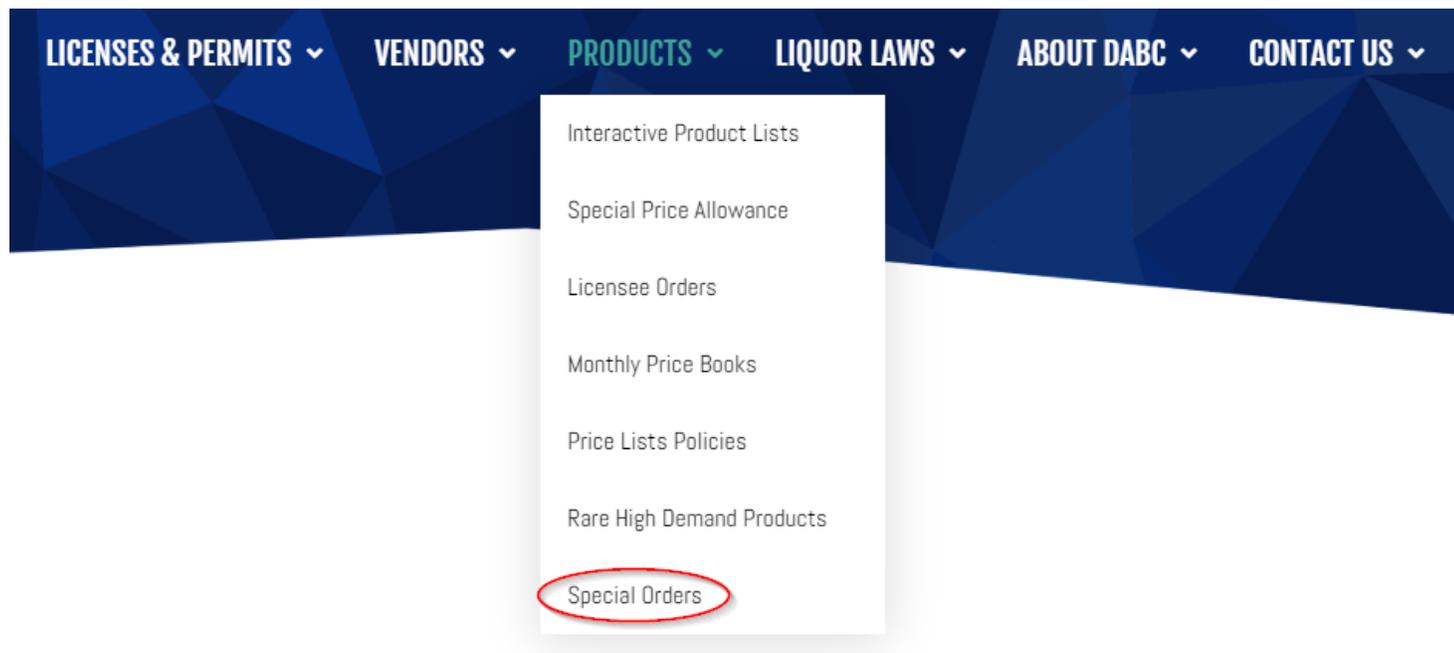


Special Order Procedures

To Start:

1. Go to the DABC Web Site
<https://www.abc.utah.gov>
2. Select the PRODUCTS drop-down and from there, choose **Special Orders**.



3. Select the **Place a Special Order** at the bottom of the screen.

SPECIAL ORDERS

FULL CASE PURCHASES ONLY

This service is provided without additional fees for consumers who desire products the agency does not stock or list. Please note that it may not be possible to obtain old vintages or highly allocated products. In order for us to process your request, the product must be currently available at wholesale prices from the producer or their authorized distributor. Imported products must be currently available from a listed United States importer.

Use this form to submit a special order online. You will be required to provide your name, contact information, desired store for pickup, as well as product information including name, size and vintage. Please list the importer's/distributor's name from the back label of the bottle in order to expedite requests.

Please note that orders are generally not delivered to the Liquor Store until 45 days after the price quotation is received by the Department of Alcoholic Beverage Control.

If you wish to pay extra for air freight or special freight arrangements, **do not use this form**. Please call (801) 977-6827 and place your order directly.

Place a Special Order

4. **Important!** Be sure to select the appropriate button to logon to the system. If you are a retail customer, you will be able to 'create' a new account if you don't have one.



5. Enter your login information and select the **Login** button.

Only the 'Retail Customer Logon' has the [Create Account](#) link.

Check the box and follow the instructions. You will be directed to select the appropriate pictures.

6. When entering the program for the first time you will be greeted by a blank Special Order screen like this:



7. To start, select the **Create New Order** button.

8. You will be prompted to assign your order a description that will be given to the order you are creating.

In the field provided, you may type in anything you would like to use to keep track of your order, then push the OK button.

9. You will be directed to the Special Order Details screen:

Special Order Details **Logoff**

[Back to Order Screen](#)

Item Selection Options

[Special Order Catalog](#) [Products You Ordered Previously](#) [New Item](#)

Delivery Location [Change](#)

Note: Prices are subject to change. Version 3838

All purchases are in Vendor minimum order quantities only!

***Prices DO NOT include appropriate City Sales Tax!**

[Special Order Instruction Document](#)

Item Selection Options

[Special Order Catalog](#) [Products You Ordered Previously](#) [New Item](#)

10. Select the **Special Order Catalog** link for items that are currently in the DABC system.

Add From Catalog

Item/CSC Code: Qty (Cases)

Item Name:

[Add Item to Order](#) [Cancel](#)

You may enter the Item/CSC Code or the Item Name. Entering an item name will start a search function to assist in finding the product. You can repeat this process for as many items as you are adding.

Item Selection Options

[Special Order Catalog](#) [Products You Ordered Previously](#) [New Item](#)

11. Once you've completed an order you will be able to locate any items previously ordered by selecting the **Products You Ordered Previously** button.

Add From Previous Order

Products You Ordered Previously
ABSOLUT ELYX 1000ml 1000ml ▼

Item Code
033955 ▼

Qty (Cases)

Select the drop-down menus to search for your previously ordered items.

Item Selection Options

[Special Order Catalog](#) [Products You Ordered Previously](#) [New Item](#)

12. Use the New Item button for any products that are not in the DABC system.

Add New Item

New Product Name

Vendor/Distributor/Producer/Importer **Size (ml)**

Qty (Cases)

Fill in the information of the desired product and the quantity of **cases** you wish to purchase.

13. Once you select the Add Item to Order button, an order list will be created:

Special Order Details

Back to Order Screen

Submit Order for Pricing/Availability

Item Selection Options

[Special Order Catalog](#) [Products You Ordered Previously](#) [New Item](#)

Delivery Location [Change](#)

Order Id: 194418 Destination:

| Remove Item | QTY (Cases) | CS PK | Product Name | Vendor Name | Item Cd | Size | Comments |
|-------------|-------------|-------|----------------------------------|-------------------------|---------|-------|----------|
| X | 1 | 12 | SILVER OAK NAPA 13 SPECIAL VI... | SILVER OAK WINE CELLAR. | 953282 | 750ml | |
| X | 2 | 12 | ZYME VALPOLICELLA CLASSIC S... | DARK STAR IMPORTS/SCA. | 953283 | 750ml | |
| TOTAL | 3 | | | | | | |

Note: Prices are subject to change. Version 3838

All purchases are in Vendor minimum order quantities only!

*Prices DO NOT include appropriate City Sales Tax!

[Special Order Instruction Document](#)

You may continue to add/remove items or adjust quantities.

Once completed with the order, select the location you desire the product to be delivered to by using the Change Delivery Location link (entered location will default for ensuing orders).

Select the Submit Order for Pricing/Availability button to submit the order.

Submit Order for Pricing/Availability

Submit Order

Note: Special Orders can take upwards of 8 weeks for delivery.

Estimated Delivery Date:
7/3/2020

OK Cancel

14. If the product(s) ordered are set up in the departments system, you will immediately be directed to the final approval screen.

Ready for Submission

Your order has been priced!

You will now be taken to the 'Submit Order' screen where you can review the pricing and place your order.

OK

If your order requires research, an e-mail will be sent to you once that process is complete.

SpecialOrders@utah.gov

to me

Dear: John Doe

The research for your Online Special Order (No. 194420) from the Department of Alcoholic Beverage Control has now been completed.

You will have 30 days from the date of this e-mail to confirm this order. If no confirmation is received within 30 days the order will be cancelled.

[Click here to login and complete your order!](#)

Thanks!

Special Order ID: 194420
Customer ID : 133015
Order Date : 5/8/2020 1:04:03 PM
Customer Email : [johndoe@utah.gov](mailto: johndoe@utah.gov)
Customer Contact: John Doe
Customer Phone : 8019999999
Destination : STORE 0027 - Moab [55 W 200 S Moab, UT 84532]

| NO. | SKU | QTY | DESCRIPTION | SIZE | PRICE | EXTENDED PRICE |
|--------------|--------|-----|--------------------------------|-------|---------|----------------|
| 1 | 989382 | 1 | WEIHENSTEPHANERORIGINALPREMIUM | 503ML | \$97.00 | \$97.00 |
| Total Cases: | | 1 | Total Cost: \$97.00 | | | |

15. To approve an order you wish to purchase, return to the main order screen. All orders that are currently in the system will be listed. Select the order you wish to approve by clicking the **Open** link.

[Create New Order](#) **John Doe**

| Delete Order | Order Id | Description | Date | Status -- Click links below for details | Copy Order | Open |
|--------------|----------|---------------|----------|---|----------------------------|----------------------|
| X | 194420 | Test Order II | 5/8/2020 | Awaiting Order Confirmation | Copy Order | Open |
| X | 194418 | Test Order | 5/8/2020 | Awaiting Order Confirmation | Copy Order | Open |

Order range to display: Orders: 2

Note: Clicking on 'Status' link(s) above will bring up Order Details
[Special Order Instruction Document](#)

Show Completed Orders

16. You will be sent to the Approval screen where you may review and adjust your order before submitting it.

When you are satisfied with the pricing and the quantities select the **Submit Order** button to initiate the shipping process.

Special Order Details

Logoff

Back to Order Screen

Submit Order

Order Id: 194421 Destination: 0048

| Remove Item | QTY (Cases) | CS PK | Product Name | Item Cd | Size | Case Retail Price | Case Total Price | Availa... | Comments |
|-------------|-------------|-------|-------------------------------|---------|-------|-------------------|------------------|-----------|----------------------|
| X | 2 | 20 | WEIHENSTEPHANER ORIGINAL P... | 989382 | 503ml | \$97.00 | \$194.00 | Yes | <input type="text"/> |
| TOTAL | 2 | | | | | | \$194.00 | | |

Note: Prices are subject to change. Version 3838

All purchases are in Vendor minimum order quantities only!

***Prices DO NOT include appropriate City Sales Tax!**

[Special Order Instruction Document](#)

17. Once your order arrives to your selected delivery location, you will be notified via e-mail and a department representative will contact you.